



PUBLIC

SAP Service and Asset Manager

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SAP Service and Asset Manager New Features

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1 SAP Service and Asset Manager Requirements and Supported Devices

See [3210614](#): *Software Release Note - SAP Service and Asset Manager 2205*, for a complete list of back end and device requirements for the SAP Service and Asset Manager 2205 mobile application.

2 SAP Service and Asset Manager 2205 Features

SAP Service and Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

With SAP Service and Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Service and Asset Manager 2205 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager 2205 application release.

- [General \[page 7\]](#)
 - [Adding and Editing Geolocation Data \[page 7\]](#)
- [Asset Management \[page 7\]](#)
 - [Create Equipment and Functional Locations \[page 7\]](#)
- [Field Service Management \[page 8\]](#)
 - [Service Technician Persona \[page 8\]](#)
 - [Expense and Mileage Reporting \[page 8\]](#)
 - [PDF Service Report Generation \[page 9\]](#)
 - [Planning Board Integration for Status Changes \[page 9\]](#)
 - [Location Tracking \[page 9\]](#)
 - [Vehicle Stock \[page 10\]](#)
- [Inventory Management \[page 10\]](#)
 - [Physical Inventory Count and Create \[page 10\]](#)
 - [Split Valuation \[page 11\]](#)
 - [Enhanced Support for Serialized Parts \[page 11\]](#)
 - [Goods Issue Against Work Order \[page 11\]](#)
 - [Enhance Adhoc Goods Movement for Multiple Materials \[page 12\]](#)
 - [UX/UI Improvements \[page 12\]](#)

New SAP Service and Asset Manager Languages and Localization for the 2205 Release

SAP Service and Asset Manager includes the following new languages for the 2205 release:

- svSE - Swedish
- thTH - Thai

i Note

See the [Supported Languages](#) topic for a comprehensive list of supported languages.

2.1 General

The new features and enhancements listed in this section are general to the entire app.

2.1.1 Adding and Editing Geolocation Data

Use

Existing geographic information system data can now be updated through the app on a mobile device. Users can:

- Add and edit points, lines, and polygons on a map
- Update geometry for work orders, notifications, equipment, and functional locations

2.2 Asset Management

2.2.1 Create Equipment and Functional Locations

Use

- Support for the creation of equipment from templates
- Support for the creation of functional locations from templates

2.3 Field Service Management

The SAP Field Service Management solution connects and enables operations while simplifying and automating processes, helping to accelerate execution, improve the productivity of service teams, and control costs.

Using the Field Service Management solution, field service leaders and managers can make decisions based on real-time insights, gain visibility of field service operations, and take advantage of analytical dashboards.

Field service technicians using the SAP Service Asset Manager app get assignment information in advance, so they are better prepared. Flexible mobile tools, including guided procedures and checklists help solve issues on the first visit while reducing time spent on administrative tasks. While on-site, technicians can collect relevant information about the assignment, get customer signatures, and sync information and back office processes quickly.

2.3.1 Service Technician Persona

Use

The service technician persona leverages better workflow steps to guide service technicians through the work execution process. Specific features of the service technician persona include:

- Specific and personalized UIs for service technicians
- Service report generation during completion of service orders
- Expense and mileage reporting
- Integration with the Field Service Management planning board to update it with service order status changes and information on technician locations
- Location tracking support
- Service workflow support with *Accept*, *Reject*, *In Route*, and *On-Site* statuses

2.3.2 Expense and Mileage Reporting

Using the Field Service Management solution, a service technician persona user can:

- Enter expenses and mileage for a service order from the Service Order screen

- Enter expenses and mileage from the Overview screen by selecting the order from a list
- Enter expenses and mileage through a prompt once they complete a service order

2.3.3 PDF Service Report Generation

Use

You can now generate service reports in PDF format. You can then attach the PDF reports to service orders or share them through email.

2.3.4 Planning Board Integration for Status Changes

Use

The planning board of the Field Service Management solution is integrated with the SAP Service and Asset Manager app. Integration allows the following:

- Service technicians can view the Accept, Reject, En route, and Arrived mobile statuses on jobs.
- Service technicians can set a status from the Overview screen, Order detail screen, or Order list using a context menu.
- When service technicians sync a status change to the back end, the Field Service Management planning board administrator is aware of the status change.
- Field Service Management planning board administrators can use geolocation information from the mobile app to enable scheduling and dispatching based on the location of the technician.

2.3.5 Location Tracking

Use

You can now view your location tracking setting in the user profile of the app. Knowing your location tracking setting ensures you are aware when your location is shared.

Use the ConfigPanel to enable or disable location tracking. You can also use the ConfigPanel to enable or disable an *Allow user override* setting for location tracking on the mobile app.

2.3.6 Vehicle Stock

Use

Vehicle stock provides an overview of stock available in your vehicle or another storage location. Vehicle stock adds the following capabilities:

- Storage location assigned to the technician is displayed on the app
- Ability to transfer stock to and from the set storage location
- Look up stock for the set storage location
- Perform a physical inventory or cycle count for the set storage location
- Replenish stock through purchase requisitions

2.4 Inventory Management

The inventory management solution provides tools to improve and manage inventory levels, efficiently fill customer orders, and track material movements.

2.4.1 Physical Inventory Count and Create

Use

Physical inventory counts allows the tracking of physical inventory and ensures the actual inventory count matches the logical count in the SAP back end system. Use the physical inventory count feature to:

- Support the counting of physical inventory documents created in the back end
- Create physical inventory documents from the mobile app and support counting for locally created documents
- Scan material numbers and fixed storage bins using the mobile app
- Support batch management

2.4.2 Split Valuation

Use

You can value stocks of a material either together or separately, according to different valuation criteria. Split valuation is necessary, for example:

-
- Stock obtained from one manufacturer is valued at a different price than stock obtained from another manufacturer. Stock from in-house production has a different valuation price than stock obtained from another manufacturer.
- Different batch stocks of a material have different valuation prices.

You define the valuation of the material by configuring the following:

- *Valuation Category*: Stock from in-house production has a different valuation price than stock. Defines whether the stocks are valued jointly or separately. If stocks are managed separately, you can specify the criteria used to value the stocks.
- *Valuation Type*: A subdivision of the valuation category. For example, if the valuation category is *origin*, you can define the valuation types as stock from Los Angeles and stock from Detroit.
- *Price Control*

2.4.3 Enhanced Support for Serialized Parts

Use

Track spare parts individually through serial number management. Serialize parts during material receipts, issue, or stock transfers.

In the SAP Service and Asset Manager 2205 release,

2.4.4 Goods Issue Against Work Order

2.4.5 Enhance Adhoc Goods Movement for Multiple Materials

2.4.6 UX/UI Improvements

Use

The following UX/UI improvements were made in the Inventory Clerk persona for the 2205 release:

- KPI enhancements
- Search bar and scan ability on the home page
- Added shortcuts on the home page for ad-hoc actions
- Added custom control for filter feedback
- Sidebar menu updates
- Documents now open automatically after download.
- You can now download documents using a download icon.

3 SAP Asset Manager Previously Released Features

3.1 SAP Service and Asset Manager 2110 Features

SAP Service and Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

With SAP Service and Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Service and Asset Manager 2110 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager 2205 application release.

- [Inventory Management \[page 14\]](#)
- [Context Menu Support \[page 15\]](#)
- [Operation and Sub-Operation Attachment Support \[page 15\]](#)
- [Multi-User Support \[page 15\]](#)
- [Hierarchy Control Updates \[page 16\]](#)
- [Follow-On Work Order Linking and Release Validation Support \[page 16\]](#)
- [Assembly Information Displays on Work Order Header \[page 16\]](#)
- [EAM Inspection Checklist Support \[page 17\]](#)
- [Notification Object Improvements \[page 17\]](#)
- [Character Limit on Text Fields \[page 17\]](#)
- [Phase Model Process Support \[page 17\]](#)
- [Persona and Feature Assignment \[page 18\]](#)

SAP Service and Asset Manager Language and Localization

SAP Service and Asset Manager supports the following languages:

- ar001 - Arabic
- zh_hans - Simplified Chinese
- zh_hant - Traditional Chinese

- csCZ - Czech Republic
- daDK - Danish
- nlBE - Dutch
- elGR - Greek
- enUS - English
- frFR - French
- deDE - German
- heIL - Hebrew
- hrHR - Croatian
- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nbNO - Norwegian
- plPL - Polish
- ptBR - Portuguese
- roRO - Romanian
- RuRU - Russian
- srSP - Serbian
- skSK - Slovak
- slSL - Slovenian
- esES - Spanish
- svSE - Swedish
- thTH - Thai
- trTR - Turkish

3.1.1 Inventory Management

Use

Inventory management provides flexible, automated support in processing all goods movements and in managing stocks in your warehouse complex. Inventory management includes the following functions:

- Goods issue: Unplanned goods issues against a work order, goods issue for reservation, and ad-hoc issues
- Stock transport orders (STOs): Create STOs to request delivery of inventory items to their vehicle storage locations from another plant.
- Inventory receipts: Vehicle storage locations can receive stock delivered as part of an STO line item. After the stock is received, the back end system updates quantities and creates material documents.
- Transfers: Transfer Items from one vehicle to another, or from a vehicle to a static storage location.

- Inventory counts: Keep accurate counts of vehicle stock, with totals updated based on transfers and receipts.

3.1.2 Context Menu Support

Use

Swipe-swipe capability is now available. Access common action(s) with a side-swipe on an object. For example, side-swipe on a work order to edit it.

3.1.3 Operation and Sub-Operation Attachment Support

Use

You can now download, view, and upload attachments at the operation and suboperation levels.

3.1.4 Multi-User Support

Use

Multiple users can now share a single mobile device. When a user logs into the application, they can pick from an existing user account or onboard as a new user. Common data is shared between users. User-specific data is only visible to the specific user when they're logged into the device. The application syncs previous user data to the back end before a new user logs in.

3.1.5 Hierarchy Control Updates

Use

The hierarchy list picker is now available to select equipment and functional locations when creating or editing work orders, operations, suboperations, and notifications. The hierarchy list picker is only supported as a single list picker.

3.1.6 Follow-On Work Order Linking and Release Validation Support

Use

You can now create and specify a work order as a follow-on to an existing work order. The original work order and the follow-on work order are then linked in the back end. Mobile users can view the links between work orders and follow-on orders in the [Document Flow](#), [Follow-On Orders](#) section of a selected work order.

3.1.7 Assembly Information Displays on Work Order Header

Use

Plant Maintenance assemblies link spare parts to an equipment in a structured manner. These assemblies are not plant-specific and are not designed to be a complete material. Assemblies contain a bill of material (BOM). An example of an assembly is a car starter. A car starter has a BOM, but is not managed by itself as a material.

Mobile device users can access assembly information through a work order detail screen or through a hierarchy view.

3.1.8 EAM Inspection Checklist Support

Use

Checklists are needed in many EAM processes, especially inspections and maintenance. The EAM checklist feature allows association between a checklist and a work order or operation.

3.1.9 Notification Object Improvements

Use

The notification item, activity, and task are now combined into one screen. When a user creates a new, local, notification, the notification header and item are combined into one create/edit screen.

3.1.10 Character Limit on Text Fields

Use

SAP Asset Manager now provides a warning on both iOS and Android platforms if a user types more than 40 characters into a Description field of an object. Description fields are limited to 40 or less characters.

3.1.11 Phase Model Process Support

Use

You can now enable a phase-model execution process in SAP Asset Manager. By default, the phase model is disabled in an out of the box installation.

A phase-based maintenance process supports you in the maintenance of technical objects. Maintenance requests and orders are processed according to nine phases. If you've activated the phase model in your app, you can create maintenance orders of types Reactive Maintenance (YA01) and Proactive Maintenance (YA02).

3.1.12 Persona and Feature Assignment

Use

The persona and feature assignment feature is used for smart data download. Only data required for the enabled features are downloaded to mobile devices. Any mobile user who uses SAP Asset Manager will have a persona assigned. Each persona has certain features assigned and enabled. Based on the persona and feature assignment, the mobile client downloads data that is specific only to the assigned persona.

The two standard personas delivered in the SAP Asset Manager 2110 release are as follows:

- Inventory Clerk: Supports inventory management activities
- Maintenance Technician (default): Allows a mobile user to carry out plant maintenance-related activities

3.2 SAP Service and Asset Manager 2105 Features

SAP Service and Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

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SAP Service and Asset Manager 2105 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager 2105 application release.

- [Supervisor Role \[page 19\]](#)
- [Create Digital Signature \[page 20\]](#)
- [Error Message Improvements \[page 20\]](#)
- [Long Text Support for Equipment and Functional Location Objects \[page 20\]](#)
- [Slide In / Slide Out Navigation Bar \[page 21\]](#)
- [Dark Mode Support \[page 21\]](#)

- [Customizable Map Icons Support \[page 21\]](#)

SAP Service and Asset Manager Language and Localization

SAP Service and Asset Manager supports the following languages:

- ar001 - Arabic
- zh_hans - Simplified Chinese
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- daDK - Danish
- nlBE - Dutch
- enUS - English
- frFR - French
- deDE - German
- heIL - Hebrew
- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nbNO - Norwegian
- plPL - Polish
- ptBR - Portugese
- roRO - Romanian
- RuRU - Russian
- srSP - Serbian
- skSK - Slovak
- slSL - Slovenian
- esES - Spanish

3.2.1 Supervisor Role

Use

The supervisor role for SAP Asset Manager allows a team supervisor to:

- Assign or reassign work orders using the mobile device.
- Track the current work orders assigned to team members in order to monitor those work orders.
- Use the back end to manage the members of the team.
- Audit completed work orders to maintain a specific level of quality.

- Approve workflows and reject work.

3.2.2 Create Digital Signature

Use

The digital signature feature provides you with a tool to sign and approve digital data. A digital signature ensures the signatory of the digital document can be identified and that their name is documented together with the signed document, the date, and the time. You can use digital signature to approve documents in the SAP Asset Manager application.

Digital signature, if enabled, can be required to complete work orders, operations, suboperations, and notifications. If a digital signature is required, the user signs off on the object data. They can also add a comment. The user then submits the digital signature to the back end. A successful submit of the digital signature links the signature to the object.

3.2.3 Error Message Improvements

Error messages that are displayed on the SAP Service and Asset Manager are more descriptive and human readable, enabling the user to understand the underlying issue.

Error messages are displayed for the following types of errors:

- Initial sync errors
- Upload errors
- Download errors

View error details by clicking directly on the error banner message. Or view errors through the [Sync Errors](#) selection in the user profile menu.

3.2.4 Long Text Support for Equipment and Functional Location Objects

You can now view long text (notes) associated with equipment and functional locations. The notes associated with equipment and functional locations are read-only.

3.2.5 Slide In / Slide Out Navigation Bar

Use

The new slide in / slide out navigation bar, located on the left side of the app, allows users to easily navigate from the main Overview screen to other main object screens and back again with only 1 click. The navigation bar is accessed by tapping the hamburger icon on the top left of the app. The hamburger icon is placed on all main object screens as well as the main Overview screen.

3.2.6 Dark Mode Support

Dark Mode is available for the application on both iOS and Android platforms.

3.2.7 Customizable Map Icons Support

Customers can now import their own customized icons to the Mobile Development Kit so that they display on the map view in the SAP Service and Asset Manager client.

3.3 SAP Service and Asset Manager 2010 Features

SAP Service and Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

With SAP Service and Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Service and Asset Manager 2010 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager 2205 application release.

- [Support Checklists for Functional Locations \[page 23\]](#)

- [Filter Measurement Points by PRT and Operations \[page 23\]](#)
- [Add and Edit LAM Data \[page 23\]](#)
- [SAP ArchiveLink Support for Document Management \[page 23\]](#)
- [GEF Integration \[page 24\]](#)
- [Support Quality Management \(QM\) Notifications \[page 24\]](#)
- [Support Calibration Orders \[page 24\]](#)
- [Support English and Chinese Versions of EULA and Privacy Policy for SAP Asset Manager \[page 25\]](#)

SAP Service and Asset Manager Language and Localization

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- deDE - German
- heIL - Hebrew
- hrHR - Croatian
- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nbNO - Norwegian
- plPL - Polish
- ptBR - Portugese
- roRO - Romanian
- RuRU - Russian
- srSP - Serbian
- skSK - Slovak
- slSL - Slovenian
- esES - Spanish
- svSE - Swedish
- thTH - Thai
- trTR - Turkish

3.3.1 Support Checklists for Functional Locations

Use

SAP Asset Manager now supports ASPM questionnaires for functional locations using dynamic control.

Administrators can enable or disable the ASPM questionnaire feature through the ConfigPanel. If enabled, mobile device users can launch the checklist page from a functional location details facet.

Users search for and view existing checklists associated with a functional location. Once a checklist is selected, it can be filled out as well as adding an optional note. Users can also create a new checklist from a set of available templates. A locally created checklist can be deleted if not yet synced to the back end.

3.3.2 Filter Measurement Points by PRT and Operations

Use

Using the filter function, users can view the following:

- Only points that are added to operation PRTs
- Points by operations under the work order

3.3.3 Add and Edit LAM Data

Use

The ability to edit LAM data for all supported objects, except for characteristic values, is supported in the 2010 release of SAP Asset Manager.

3.3.4 SAP ArchiveLink Support for Document Management

Use

SAP systems use the ArchiveLink content repository to interact with external documentation management tools such as OpenText or SharePoint. ArchiveLink is the connection between SAP systems and the archive server of the third party documentation management tool. Document management tools capture, store, and track the lifecycle of documents.

3.3.5 GEF Integration

Use

Geographical Enablement Framework (GEF) works as the foundation to extend business data with geometric attributes for SAP S/4HANA. As a framework leveraging the spatial capabilities inherent on the SAP HANA platform, it enables organizations to develop geospatially enriched business data, and make them accessible from within SAP applications as well as external GIS (geographical information system) systems.

SAP Asset Manager is now integrated with GEF (SAP Geographical Framework Enablement) framework.

SAP Asset Manager uses the geometries (points, lines, and polygons) from the GEF geotables in SAP HANA for the geo-enabled objects in the application. SAP Asset Manager also uses the business layers, including the symbology, from GEF. Users can view and work with base maps and feature layers on the device. Geometries created on the mobile device are synced back to GEF in the back-end SAP S/4HANA system.

3.3.6 Support Quality Management (QM) Notifications

Use

The QM application component supports tasks associated with quality planning, quality inspection, and quality control. In addition, it controls the creation of quality certificates and manages problems with the help of quality notifications.

QM notifications are integrated with SAP Asset Manager as follows:

- Display QM type notifications on the mobile device
- Create QM notifications at the inspection lot level
- Create QM notification items to record defects noted in inspections
- Maintain the association of notifications and notification items with the characteristics

3.3.7 Support Calibration Orders

Use

The QM application component supports tasks associated with quality planning, quality inspection, and quality control. In addition, it controls the creation of quality certificates and manages problems with the help of quality notifications.

QM calibration orders are integrated with SAP Asset Manager as follows:

- Support calibration order types with the corresponding inspection lot
- Support QM operations generated from a maintenance plan task list
- Support inspection points for operations

- Support leading characteristics for inspection points

3.3.8 Support English and Chinese Versions of EULA and Privacy Policy for SAP Asset Manager

Use

By launching the SAP Asset Manager privacy policy statement from the application, SAP Asset Manager complies with the China Cybersecurity Law (CCSL). The privacy policy statement displays in either Chinese or English, depending on the region of the user. The user reads the EULA and privacy policy for SAP Asset Manager via links to the documents on the SAP Help Portal.

After the user has read both the EULA and the privacy policy, they can either accept or decline the policies.

3.4 SAP Service and Asset Manager 2005 Features

SAP Service and Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

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SAP Service and Asset Manager 2005 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager 2005 application release.

- [Linear Asset Management \[page 27\]](#)
 - [Display LAM Data \[page 27\]](#)
- [Offline Map Support \[page 28\]](#)
 - [Support Offline Basemaps \[page 28\]](#)
 - [Support Offline Feature Layers \[page 28\]](#)
- [Object List Support \[page 29\]](#)
 - [Download and Display Object Lists \[page 29\]](#)
 - [Add to Object Lists \[page 29\]](#)
- [Inspection Rounds \[page 30\]](#)
 - [Support Filter of Measurement Points in Dynamic Forms \[page 30\]](#)

- [Link Measurement Documents with Work Orders or Operations \[page 30\]](#)
- [Support for Taking Measurement Readings at the Work Order Level \[page 30\]](#)
- [Filter Enhancements \[page 31\]](#)
 - [Support List Pickers in Filter Control \[page 31\]](#)
- [ASPM Checklist Redesign \[page 31\]](#)
- [Improved Analytics and Charts UI \[page 31\]](#)

SAP Service and Asset Manager Language and Localization

SAP Service and Asset Manager supports the following languages:

- ar001 - Arabic
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- zh_hant - Traditional Chinese
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- daDK - Danish
- nlBE - Dutch
- elGR - Greek
- enUS - English
- frFR - French
- deDE - German
- heIL - Hebrew
- hrHR - Croatian
- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nbNO - Norwegian
- plPL - Polish
- ptBR - Portuguese
- roRO - Romanian
- RuRU - Russian
- srSP - Serbian
- skSK - Slovak
- slSL - Slovenian
- esES - Spanish
- svSE - Swedish
- thTH - Thai
- trTR - Turkish

3.4.1 Linear Asset Management

Use

The addition of linear access management (LAM) capabilities in SAP Asset Manager 2005 means you can download the linear assets for your area of responsibility. Linear assets are technical systems with a linear infrastructure whose condition and properties can vary from section to section (dynamic segmentation). You can see linear asset data associated with various objects such as work orders, operations, technical objects, and notifications.

Examples of linear assets include pipelines, roads and railway tracks, or overhead power lines and cables.

LAM enables you to create linear assets as technical objects (such as functional locations and equipment) and store linear data. You can carry out maintenance tasks for these technical objects, which result in notifications, work orders, and measurement documents. These tasks allow you to:

- Monitor the condition of your linear assets
- Identify where there's damage or defects using the start point, end point, and offset
- Manage all types of maintenance tasks such as planned, unplanned, and preventative

3.4.1.1 Display LAM Data

Use

Mobile users of the SAP Asset Manager application can download and see the linear asset properties on the following objects:

- Work orders
- Notifications
- Notification items
- Functional locations
- Equipment
- Operations
- Measuring points
- Measurement documents
- Confirmations

Mobile users can see linear details for each of the following objects:

- Linear reference pattern (only for equipment and functional locations)
- Start point and end point
- Length and Unit of Measure
- Start marker and end marker
- Distance from start and distance from end
- Perpendicular offset and vertical offset

Users can download and view the characteristic values of linear data for equipment and functional locations. Users can also view the following properties in linear data for the characteristic values of start and end points as well as length and Unit of Measure.

3.4.2 Offline Map Support

Use

Offline map support allows you to download basemaps and feature layers to your mobile device, so you can view maps, objects, and layers when there's no network connection. You can specify the basemaps and feature layers to download. You can also specify the region to download.

Before the application downloads your selections, you're notified of the file size of the download. If the file size is too large, you can adjust the selected download region. A progress bar is displayed during the download. After the download is complete, you receive a notification about the success of the download, or if any errors occurred.

You can easily tell from the UI if you are in offline or online mode. If network connectivity is lost, the application gives you the option to revert to a previously downloaded map so that you can continue work. You work with offline maps the same way you're currently working with online maps. All application functions are available when you're using a downloaded map.

3.4.2.1 Support Offline Basemaps

Use

Users now have an option to download basemaps to their mobile device, so they can view these maps, along with associated business objects, when there's no network connection. Users can specify multiple basemaps for download. If a user downloads an already cached basemap, the newly downloaded file overwrites the previously saved file so that multiple copies of the same basemap aren't saved.

You can define the basemap region to download. After selecting a basemap region, SAP Asset Manager notifies you of the file size before download. You can accept or cancel and redefine your basemap region.

When using an offline basemap, SAP Asset Manager makes it clear in the UI that you're working from an offline map. When network connectivity is present, you can switch to working with an online basemap if desired.

3.4.2.2 Support Offline Feature Layers

Use

Users now have an option to download feature layers to their mobile device, so they can view these feature layers, along with associated business objects, when there's no network connection. Users can specify multiple

feature layers for download. If a user downloads an already cached feature layer, the newly downloaded file overwrites the previously saved file so that multiple copies of the same feature layer aren't saved.

You can define the feature layer region to download. After selecting a feature layer region, SAP Asset Manager notifies you of the file size before download. You can accept or cancel and redefine your feature layer region.

When using an offline feature layer, SAP Asset Manager makes it clear in the UI that you're working from an offline feature layer. When network connectivity is present, you can switch to working with an online feature layer if desired.

3.4.3 Object List Support

Use

A technical object serves a specific purpose or function, such as a piece of equipment. A technical object list is an object worklist that is configured to meet the specific requirements of the customer. An object worklist displays the most important pieces of information about the equipment and functional locations.

In SAP Asset Manager, an object worklist is associated with a work order. In each object list row, you can see the associated material, equipment, notifications, and functional location for that object. When you navigate to the individual object detail page, you can create and assign notifications to an operation. You can also assign equipment and a functional location to the object so that it's listed in the object worklist of the operation.

3.4.3.1 Download and Display Object Lists

Use

You can now view the object list associated with either a work order or an operation on the details page for that work order or operation. When you tap on an object list row, the details page for that object displays. Details for the object include any associated material, functional locations, equipment, and notifications. You can navigate to these associated objects from the selected object list details.

3.4.3.2 Add to Object Lists

Use

When you create a notification from an operation, the notification is then associated with and linked to the operation. Because of the association between the new notification and the operation, the notification is listed in the object list under the operation, along with any associated technical objects.

3.4.4 Inspection Rounds

Use

You can now take measurement point readings for all equipment and functional locations at the work order level. The ability to take measurement point readings is available across all operations using a dynamic form. You can also filter and scan for your desired measurement points, equipment, and meters.

3.4.4.1 Support Filter of Measurement Points in Dynamic Forms

Use

In SAP Asset Manager version 2005, you can now take measurement point readings across all operations at the work order level for all equipment and functional locations using a dynamic form. The following ability is added to this dynamic form:

- Filter: Apply a filter to a list of measurement points to narrow down the list of points. Filter by the Skipped or Empty fields.

3.4.4.2 Link Measurement Documents with Work Orders or Operations

Use

You can now link a measurement reading to the associated work order and operation, if work order or operation information is available. You can also view the current status of taken measurement point readings under a work order or operation so that you know the progress made in taking measurements and the amount of measurement points still left to read.

3.4.4.3 Support for Taking Measurement Readings at the Work Order Level

Use

You can now take measurement point readings at the work order header level across all operations for all equipment and functional locations using a single dynamic form. For each measurement point on the dynamic form, you're able to view the point, operation, and technical object. The upper and lower thresholds for each measurement point are listed. You can skip a measurement point reading if desired.

The dynamic form includes a menu option for inspection rounds at the detail level of the work order.

3.4.5 Filter Enhancements

Use

You can now filter your work orders and notifications by type, so you can narrow down the list to effectively find a specific item. You can also filter your equipment and functional locations by work centers.

3.4.5.1 Support List Pickers in Filter Control

Use

You can now filter your work orders and notifications by type, so you can narrow down the list to effectively find a specific item. You can also filter your equipment and functional locations by work centers.

3.4.6 ASPM Checklist Redesign

Use

Recently, the APIs and the architecture for the checklist feature from the ASPM system were redesigned. SAP Asset Manager updated the OMDO handlers to accommodate the redesign and adjust the API handling.

3.4.7 Improved Analytics and Charts UI

Use

In the SAP Asset Manager 2005 release, the analytics control is replaced with one provided by the MDK. The MDK control allows you to add or update a FioriUI SDK analytic control in the application.

3.5 SAP Service and Asset Manager 1911 Features

SAP Service and Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

With SAP Service and Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Service and Asset Manager 1911 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager 2205 application release.

- [Clock in and Clock Out Time Capture for a Multi-User Work Order or Operation \[page 33\]](#)
- [User-Specific Configuration Through the Parameter Framework \[page 34\]](#)
- [Ability to Assign and Manage Local Objects in Offline Mode \[page 34\]](#)
- [Serialized Part Support \[page 34\]](#)
- [Return of Issued Parts \[page 34\]](#)
- [Unrestricted Quantity Part Display for Online Part Search \[page 35\]](#)
- [Dynamic Forms Used for PRT Measuring Points \[page 35\]](#)
- [Bill of Materials View \[page 35\]](#)
- [Push Support for Notifications \[page 35\]](#)
- [Malfunction Start and End Date Available for Notifications \[page 36\]](#)
- [Android Support for Map Routes \[page 36\]](#)
- [UX Improvements for Sync Results \[page 36\]](#)
- [Sync Error Discard \[page 36\]](#)
- [Support for Configurable Settings in Demo Mode \[page 37\]](#)
- [Auto Dismiss on Single Select List Pickers \[page 37\]](#)

SAP Service and Asset Manager Language and Localization

SAP Service and Asset Manager supports the following languages:

- ar001 - Arabic
- zh_hans - Simplified Chinese
- zh_hant - Traditional Chinese
- csCZ - Czech Republic
- daDK - Danish
- nlBE - Dutch

- elGR - Greek
- enUS - English
- frFR - French
- deDE - German
- heLL - Hebrew
- hrHR - Croatian
- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nbNO - Norwegian
- plPL - Polish
- ptBR - Portugese
- roRO - Romanian
- RuRU - Russian
- srSP - Serbian
- skSK - Slovak
- slSL - Slovenian
- esES - Spanish
- svSE - Swedish
- thTH - Thai
- trTR - Turkish

3.5.1 Clock in and Clock Out Time Capture for a Multi-User Work Order or Operation

Use

Clock In Clock Out, or CICO, enables multiple users to work on the same work order or operation. CICO also allows multiple work orders or operations that all belong to different users on a mobile device to exist in the Started state. CICO is set using a parameter flag in the ConfigPanel.

If the CICO flag is set to False, multiple users can't work on the same operation or work order, and only one operation or work order can be in the Started state on a mobile device. If the CICO flag is set to True, multiple users can work on the same work order or operation.

CICO is available for all assignment types except for Type 3 (suboperations).

3.5.2 User-Specific Configuration Through the Parameter Framework

Use

Customers can now choose and control the features and functionalities a user can access through the SAP Asset Manager application based on their role. Features and functionalities are configured through parameters set in the ConfigPanel.

3.5.3 Ability to Assign and Manage Local Objects in Offline Mode

Use

Starting from the SAP Asset Manager 1911 release, you can now create and start local work orders, notifications, and operations while offline (that is, locally created objects). Mobile device users can also hold, transfer, discard, or complete locally created objects.

Mobile device users can log time against the locally created object. After the synchronization of an object created in offline mode, a user can correct synchronization errors, if they occur. After synchronization, the local object is assigned to the user and is available on their device, as long as the object isn't yet completed.

3.5.4 Serialized Part Support

Use

You're now able to add serialized PRT equipment by either entering or scanning its serial number. If you want to issue parts to a work order, you can specify the serial numbers to use. You can also view the list of serial numbers for the part issued.

3.5.5 Return of Issued Parts

Use

You're now able to return any unused parts that are added to a work order. Once a work order is set to Completed, a message appears asking if you want to return any unused parts. If Yes is selected, the user is taken to the Parts list screen for that work order, so they can return the unused parts. After the unused parts are returned, the withdrawn quantity for the part is updated to the new value.

3.5.6 Unrestricted Quantity Part Display for Online Part Search

Use

Now, users can see the unrestricted quantity of parts available when searching for parts online. If the user attempts to add more parts than are available, a warning displays.

3.5.7 Dynamic Forms Used for PRT Measuring Points

Use

Dynamic forms are composite forms that allow you to present varying amounts of data to users. These forms change their layout according to the data they receive from the prefilling services at the time of rendering, so each separate request for form generation produces a form with a different length or content. PRT measuring points now use dynamic forms.

3.5.8 Bill of Materials View

Use

The Bill of Materials, or BOM, view adds a Bill of Materials facet to the equipment and functional location details, and enables a user to select an item from the BOM hierarchy, view its details, and add a part to a work order. A Boolean property on equipment or functional location entities enables the view. You can configure BOM to be available for offline viewing for assets associated with work orders, or fetch BOM on-demand with an online request to the backend.

3.5.9 Push Support for Notifications

Use

As of the SAP Asset Manager 1911 release, push support for notifications is available. Configuration of push support for notifications is similar to the previously existing configuration of push support for work orders.

3.5.10 Malfunction Start and End Date Available for Notifications

Use

If a breakdown flag is set in the back end, a malfunction start date, end date, start time, and end time fields are available when creating a notification on the SAP Asset Manager client. When the breakdown flag is set, after a notification is completed, or a work order associated with a notification is completed, the malfunction end date is captured.

3.5.11 Android Support for Map Routes

Use

The SAP Asset Manager 1911 release includes Android support for map routes. Map routes are used when the Field Operation Worker (FOW) component is implemented.

3.5.12 UX Improvements for Sync Results

The following improvements were made in the UX for the synchronization action and screens:

- Sync errors: A sync error alert displays on the main Overview screen. A sync error count telling you how many errors occurred during sync, if any, also displays on the User Profile screen
-

3.5.13 Sync Error Discard

Use

You can now discard individual error entries from the sync error list on the SAP Asset Manager client. When you choose to discard an error, a warning appears that says if you discard the error, any changes made to the object are lost, and the object reverts back to its previously synchronized state.

You can now discard all entries from the sync error list on the SAP Asset Manager client. When you choose to discard all errors, a warning appears that says if you proceed all changes to the listed objects are lost and the objects revert back to their previously synchronized state.

3.5.14 Support for Configurable Settings in Demo Mode

Use

The SAP Asset Manager demo experience is now enhanced. You can enable, disable, and change a set of features to showcase different component abilities. For example, you're now able to switch between timesheet versus labor time. Or, you can switch assignment types.

3.5.15 Auto Dismiss on Single Select List Pickers

Use

When a user selects an option from a single select picker, the client application now auto dismisses after the selection is made. Therefore, a user no longer has to select 'Cancel' to return to the form after making a selection.

3.5.16 New Languages for SAP Service and Asset Manager 2205

Use

The new available languages for the SAP Asset Manager 1911 release are as follows:

- plPL - Polish
- roRO - Romanian
- srRS - Serbian
- skSK - Slovak
- slSL - Slovenian

3.6 SAP Service and Asset Manager 4.0 Features

SAP Service and Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

With SAP Service and Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Service and Asset Manager 4.0 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager 4.0 application release.

- [Online Search for Parts \[page 39\]](#)
- [Equipment Install and Dismantle \[page 39\]](#)
- [Hierarchy View and Search Control \[page 39\]](#)
- [ASPM Checklists \[page 40\]](#)
- [Progress Bar During Initial and Delta Syncs \[page 40\]](#)
- [URL Type Documents \[page 41\]](#)
- [Create Notification at Operation / Suboperation Level \[page 41\]](#)
- [Create Work Orders and Notifications from Equipment and Functional Locations \[page 41\]](#)
- [Enhanced Document Support \[page 41\]](#)
- [Operation and Suboperation List Views for Assignment Types 2 and 3 \[page 42\]](#)

SAP Service and Asset Manager Language and Localization

SAP Service and Asset Manager supports the following languages:

- ar001 - Arabic
- zh_hans - Simplified Chinese
- zh_hant - Traditional Chinese
- csCZ - Czech Republic
- daDK - Danish
- nIBE - Dutch
- elGR - Greek
- enUS - English
- frFR - French
- deDE - German
- heLL - Hebrew
- hrHR - Croatian
- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nbNO - Norwegian
- plPL - Polish
- ptBR - Portuguese
- roRO - Romanian
- RuRU - Russian
- srSP - Serbian

- skSK - Slovak
- slSL - Slovenian
- esES - Spanish
- svSE - Swedish
- thTH - Thai
- trTR - Turkish

3.6.1 Online Search for Parts

Use

Previously, you could only search for parts using the parts table loaded onto your client during the initial sync, or updated during later syncs to the back end. Now, you can choose to perform either the standard offline search or an online search, as long as your mobile device is online and can connect to the back end.

When you access the Add Part screen, you can toggle the choice to perform an online search, rather than the standard offline search. The search flow is very similar to the offline search flow, with differences depending on customer parameters. Search results display in a list, and you add your part to a work order as you would an offline part.

3.6.2 Equipment Install and Dismantle

Use

In the SAP Asset Manager 4.0 release, you can now install or dismantle equipment under existing equipment. You can also install or dismantle equipment under existing functional locations.

In order to install equipment, they must be in the Available state. In order to dismantle equipment, they must be in an Installed state. Once equipment is dismantled they are returned to an Available state, and are once again available to install.

3.6.3 Hierarchy View and Search Control

Use

Previously, SAP Asset Manager used a flat list to search for and display all parent/child hierarchal relationships. Implementing a hierarchical user interface control allows someone using the application a clear visual display of the selected nodes of parent and children when searching or navigating a node structure. When navigating this type of hierarchal node structures, you can tap on a parent to expand the node and view the children of the parent. You can also navigate up or down from that node location, opening or closing nodes as you go.

These hierarchal view and search controls are used in the following locations in SAP Asset Manager:

- Viewing or navigating a bill of materials
- Viewing or navigating an entire asset hierarchy
- Viewing or navigating components and subcomponents of an asset
- Viewing or navigating an entire functional location hierarchy
- Viewing or navigating the structure of a functional location hierarchy

3.6.4 ASPM Checklists

Use

ASPM, or Asset Strategy and Performance Management checklists are a type of assessment used for equipment. If equipment has a mandatory checklist associated with it, when you tap on [End Work Order](#), you are automatically taken to the Checklist screen to complete the checklist before you can fully complete your work order.

A checklist, or questionnaire, can be composed of multiple choice questions or questions where you can enter free-form text.

3.6.5 Progress Bar During Initial and Delta Syncs

Use

When you perform an initial sync or delta syncs on the client to the back end, a progress bar appears. The progress bar indicates the approximate time left before the sync is completed.

3.6.6 Local Orders / Operations / Notifications Lifecycle Management

Use

You can now create, start, and complete a locally created object in SAP Asset Manager, even while offline. Objects you can now create and work with are work orders, operations, and notifications. Once the client is synced to the back end, the locally created object is automatically assigned to you, the user of the mobile device. The object is available to you as long as you have not put it in a [Complete](#) status before the sync.

You can now perform most of the same operations with locally created objects as you can with objects downloaded to their device through a sync. For instance, you can add time to local work orders. Or, you can put a local work order into a hold, transfer, or complete status if desired.

3.6.7 URL Type Documents

Use

If a URL is included in a text field in SAP Asset Manager (ex: a URL appears in a Note), the URL now displays in blue text and is underlined. When the URL is tapped, the link launches a browser window outside of the SAP Asset Manager application.

3.6.8 Create Notification at Operation / Suboperation Level

Use

You can create a notification from an operation or a suboperation. When the *Create Notification* screen displays, many of the fields are pre-filled from the operation or suboperation data. After you create your notification, it appears in the *Related Notifications* section of the operation or suboperation.

3.6.9 Create Work Orders and Notifications from Equipment and Functional Locations

Use

You can now create work orders from the detail pages of equipment and functional locations. You can also create a work order from either an equipment or a functional location from the Map screen. When you create a work order from either object, the properties of that object are automatically filled in the appropriate fields for you in the *Create <Object>* screen.

3.6.10 Enhanced Document Support

Use

SAP Asset Manager now supports all document types as attachments.

3.6.11 Operation and Suboperation List Views for Assignment Types 2 and 3

Use

For some customers using Assignment Type 3 for work orders, the ability to see a list of suboperations is more important than to see a list of operations. Work order headers are still visible. You can configure your preference using the ConfigPanel for the SAP Asset Manager 4.0 release.

For assignment types 2 and 6, some customers may prefer the ability to view all operations rather than all work orders. Work order headers are still visible. You can configure your preference using the ConfigPanel for the SAP Asset Manager 4.0 release.

3.7 SAP Service and Asset Manager for iOS 3.0 and SAP Service and Asset Manager for Android 1.0 Features

With SAP Service and Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Service and Asset Manager for iOS 3.0 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager 3.0 application release.

- **Industry-specific add-on modules:**
 - Customer Service: Allows you to maintain or perform service to equipment under contract at sites for customers or other third parties. Using Customer Service, you can view:
 - Details of service engagements of the technician with the customer
 - Details of business partner information associated with the customer
 - Details of contract and warranty information for the customer
 - Meter Management: The following enhancements have been added to Meter Management:
 - Periodic readings
 - Disconnect and reconnect meter orders
 - Meter repair orders
 - Asset Central: Links production systems and assets with manufacturing and maintenance business processes to reduce operational and maintenance costs and increase asset uptime. Using Asset Central, you can:
 - Use PdMS, or Predictive Maintenance and Service equipment indicators that allow you to identify the health status of your equipment

- **Enhanced measuring point chart support:** Bar chart support has been added for counter type measuring points. Thumbnail charts added for valuation code only measuring points.
- **PRT equipment:** You can now add and edit PRT equipment details on an operation or a suboperation
- **Authenticated GIS services support:** You can now view token-based authenticated basemaps and reference layers on the mobile client. You can configure the client ID and client secret strings using the ConfigPanel.
- **Functional location list view with search and filter support:** You can now search for functional locations with assigned work orders or notifications
- **Business partner edit:** You can edit some business partner information, such as business partner address and location information

SAP Service and Asset Manager for Android 1.0 Features List

The following is a list of the features incorporated into the SAP Service and Asset Manager for Android 1.0 application release.

- **Create and edit work orders**
 - Follow-up work order
 - Operation
 - Suboperation
 - Part
 - Note
 - Notification
 - Reminder
- **View and edit equipment details**

Equipment is individual, physical objects that are maintained independently. You can view and edit equipment details, as well as add notes, attachments, and readings to an equipment. A work order is a task that is assigned to you. Work orders are based on customer requests or they are created internally within the organization. You can add create work orders, change their status, and add the following objects to work orders:
- **Create and edit notifications**

Notifications document maintenance tasks completely. You can use them for preliminary planning and execution of future work orders. You can create and edit a notification, as well as add items, tasks, activities, notes, and reminders to them.
- **Work with maps**

Using the map, you can see where your work orders, notifications, and equipment are in relation to where you are currently located.
- **Add time sheets entries**

The time sheet provides a standardized time entry function for employees. When you start a work order, time is automatically logged in that work order, however, you can also manually add a time sheet entry.

3.8 SAP Service and Asset Manager 2.0 Features

The following is a list of the features incorporated into the SAP Service and Asset Manager 2.0 application release.

- **Crew Management:** Allows you to manage your crew and vehicles with significantly lower cost and greater flexibility. Using Crew Management, you can:
 - Add, remove, and select technicians
 - Add, remove, and select vehicles
 - Track vehicle usage through odometer readings
 - Report, review, and approve time for your crew
 - View summary for your crew technicians over a two week period
- **Meter Management:** Allows technicians to retrieve work orders assigned to them from the SAP system, and to accomplish the following tasks:
 - Meter installation
 - Meter removal or replacement
 - Aperiodic readings
 - Meter repair
 - Plant maintenance
- **Field Operations Worker:** SAP Service and Asset Manager for Field Operations Worker leverages the digital core with SAP S/4HANA for task driven activities and rounds. It supports workers who perform asset inspections and checks with focus on measurement points and on smaller service and repairs.
- **Manage PRT:** Unlike a fixed asset, production, resources, and tools (PRTs), are moveable (not stationary) operating resources that are required to perform an operation or suboperation. PRTs can be used repeatedly. In SAP Service and Asset Manager, PRTs are based on equipment or material objects.
- **View business partners:** In SAP Service and Asset Manager, a business partner can be a customer, a prospect, a supplier, a competitor, or even an employee of the company. A business partner is tied to an asset. Most business partner information is not editable. However, you can update business partner address and location information.
- **View warranties:** A warranty is a specific guarantee to vouch for defects or faults in the assets purchased or used, valid for a specific amount of time. You can now view any warranties that are tied to specific assets in SAP Service and Asset Manager.
- **View related work orders:** The Related Work Orders Detail screen in the SAP Service and Asset Manager application displays both historical work orders completed for the current job and pending work orders that are still ongoing for the current job.
- **Manage classifications:** Classifications identify and characterize similar things. A building, computer, and centrifugal pump are types of classifications. A classification can also describe an event such as a broken water valve or an elevator door failure. Classifications are assigned to both equipment and functional locations in SAP Service and Asset Manager.
- **ECC support:** With the release of SAP Service and Asset Manager 2.0, in addition to SAP S/4HANA, we now support ECC as a back end connectivity option.
The minimum requirements for ECC support are: ECC 6 Ehp7 SP14.

4 SAP Service and Asset Manager - Access and Support

References to software downloads and support access.

Where to get SAP Service and Asset Manager

- **SAP Service and Asset Manager application:** In the SAP Support Portal *Software Downloads* page (<https://support.sap.com/software.html>), choose *Installation and Upgrades*. If you want to download a product that you currently do not have (but have a valid contract for), or if you wish to download a new version of the product, you need *Download Software* authorization. You can request this authorization from your SAP system administrator.
- **SAP Service and Asset Manager client for iOS:** Go to the applicable store on your mobile device and in the search box, type in *SAP Asset Manager* and tap *Search*. Download the free client from the store.
- **SAP Service and Asset Manager client for Android:** Go to the applicable store on your mobile device and in the search box, type in *SAP Asset Manager* and tap *Search*. Download the free client from the store.

Community Support

Connect with experts and other users at the SAP Communities portal: <https://www.sap.com/community.html>.

Perform a search on *SAP Asset Manager* to pull up all SAP Service and Asset Manager related content.

Logging a Support Ticket

If you find an issue in the documentation or in the SAP Service and Asset Manager application itself, open a support message at <https://support.sap.com/incident> using the <SAP Asset Manager: MOB-APP-SAM> component.

5 Submitting Improvement Requests

You can submit your improvement request for SAP Service and Asset Manager to the SAP Customer Influence site, a central place for all product improvement requests.

You can browse all improvement requests, submit improvement requests, comment, vote, receive updates, and see who has voted at the SAP Customer Influence site.

i Note

Before you submit your improvement, check if a similar improvement hasn't already been submitted. If a similar improvement is already in the system, vote for it instead of submitting a new improvement request.

Procedure

1. Access the SAP Customer Influence site from the following link:<https://influence.sap.com/sap/ino/#!/campaign/2665>
2. Log in with your S-user ID.
3. Choose *Improvement Request* on the left panel.
4. Enter the details for your improvement request:

Field	Notes
Project	Prepopulated with SAP Service and Asset Manager. Don't change.
Title	Enter a title that clearly states your request and area of improvement.
Category	Select the category that best fits your request.
Description	Follow the template to enter details about your suggestion. Provide as much detail as possible.
Tags	(Optional) Add tags that can help others find your request.

You can also provide links, attachments, or add co-authors.



5. Click *Submit* when you're ready to submit your improvement request.

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
 - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
 - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
- Links with the icon : You are leaving the documentation for that particular SAP product or service and are entering a SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Videos Hosted on External Platforms

Some videos may point to third-party video hosting platforms. SAP cannot guarantee the future availability of videos stored on these platforms. Furthermore, any advertisements or other content hosted on these platforms (for example, suggested videos or by navigating to other videos hosted on the same site), are not within the control or responsibility of SAP.

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